

STATUS 38-0 - CLOSED FROM STATUS 04-0

- A. Definition:** A case is closed in Status 38-0 from Status 04-0 when it is determined the individual does not fall into one of the waiting list categories being served and/or the individual no longer wants to remain on the waiting list. Status 38 may also be used when an individual's name reaches the top of the waiting list but the client refuses services or fails to respond after a reasonable effort to contact them.
- B. Scope of Services:** The final closure action for an individual on the waiting list.
- C. Agency Expectations:**
1. R-413 Closure Summary . When the counselor has made a decision to close the case, the agency representative should enter a case narrative describing the reason the file is being closed and any attempts to remedy the situation.
 2. Closure Notification - A letter should be sent to the client notifying them of the closure. The letter should include an indication that he/she may reapply at a later date, but his/her current place on the waiting list will not be retained. The letter should include the right to contact and possibly receive assistance from the Iowa Client Assistance Program (ICAP). The closure letter should provide information on the client's right for mediation or appeal of the closure decision.
 3. The Rehabilitation Associate or Assistant follows up with the client to determine if an appointment with the counselor is necessary.
 4. The Rehabilitation Counselor determines if case closure is appropriate and directs the Associate and Assistant to process the closure.

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